

**"EXHIBIT C" TO AGREEMENT**

**DATE OF THIS "EXHIBIT C": November 1, 2010**

This "Exhibit C" is a part of the Agreement between CalTech and Client and is incorporated into the Agreement.

**CALTECH NETALERTPLUS SERVICE DESCRIPTION**

**Scope of Services:** NetAlertPLUS is a monitoring and alerting service for servers, applications, wide area networks, Internet connections, websites, DNS, and other critical network devices.

**Monitoring:** Critical systems are monitored using a secure monitoring system located at Client's premises. Critical Windows systems are monitored for disk space utilization, specific event log entries, log file content, NTP time, and Database/SQL availability.

**Alerting:** Alerts are generated based off critical limits programmed into the monitoring application. Alerts are sent to CalTech staff when values exceed acceptable limits or critical systems are down. Each alert has a customized action based on client's remediation needs for the system.

**Responding:** CalTech staff will notify key personnel within Client's organization. CalTech staff will open trouble tickets for affected systems with other vendors such as telecommunication providers or core system providers. If Client has a NetworkPLUS contract with CalTech, CalTech staff will open a Priority 1 ticket for systems that we maintain and a CalTech Engineer will take appropriate action.

**Logging:** All alerting and monitoring events are logged and retained for 1 year.

**Backup Report Review:** Backup jobs are reviewed for completion and accuracy.

**Reports:** CalTech will make available statistical and trend reporting to client. Reports are maintained for regulatory compliance for Client.

**Client may elect to use and subscribe to some or all of the services above.**

**I.  
SERVICE PLANS**

CalTech provides NetAlertPLUS as set forth in "Exhibit C" at the Fees below.

NetAlertPLUS One Time Setup and Installation Fee - waived

NetAlertPLUS - \$2,707/month

Includes 24/7/365 monitoring for:

All Servers

All Network Devices

EndPoint Anti-Virus/Anti Malware for all workstations

Other Services

**One Time Installation and Setup Fee**

waived

**Total Cost / Month**

\$2,707

CALTECH SOFTWARE SYSTEMS,  
INC. dba CALTECH

By: \_\_\_\_\_

Name: John Self

Position: Account Manager

Tom Green County

By: \_\_\_\_\_

Name: Mike Brown

Position: Tom Green County Judge